CONTRACT #9 RFS # 343.52-677

Department of Health

VENDOR: Ceridian Corporation



STATE OF TENNESSEE DEPARTMENT OF HEALTH

CORDELL HULL BLDG. 425 5TH AVENUE NORTH NASHVILLE TENNESSEE 37247

RECEIVED

MAY 3 0 2007

FISCAL REVIEW

SUSAN R. COOPER, MSN, RN COMMISSIONER

PHIL BREDESEN
GOVERNOR

MEMORANDUM

TO:

M. David Goetz, Jr., Commissioner, Department of Finance and

Administration

James W. White, Executive Director, Fiscal Review Committee

FROM:

Susan R. Cooper, MSN, RN Commissioner, Department of Health

DATE:

May 25, 2007

SUBJECT:

Non-Competitive Contract Amendment Request

We are requesting approval to execute a Non-Competitive Amendment to the Ceridian Corporation contract for the Tennessee Tobacco Quitline. This grantee was selected to provide these services from applications written under RFP guidelines. The beginning date of this contract is June 30, 2006. This amendment will extended this contract until June 29, 2008. The start date of this amendment, June 30, 2007, will be less than 60 days after receipt of this non-competitive amendment request.

The Tennessee Tobacco Quitline is a statewide toll free dial-in telephone service to assist tobacco users to quit by providing intake and assessment, brief intervention, and proactive counseling in both English and Spanish. The quitline serves as the state's access line for cessation information, tobacco use counseling, and referral to local resources. The Tennessee Tobacco Quitline is the only service of this kind provided by the state and it is in the state's best interest to continue this service without interruption.

We will be happy to provide you with any additional information needed to evaluate and approve this request. Thank you for your consideration regarding this request.

cc: Cathy R. Taylor

REQUEST: NON-COMPETITIVE AMENDMENT

APPROVED		•	•
Commissioner of	Finance & Adm	inistration	
Date:	T INCHES & TRAIN		

	EACH REQUEST ITEM BELOW <u>MUST</u> BE DETAILED OR ADDRESSED <u>AS REQUIRED</u> .										
1)	RFS #	343.52-677- 68-67									
2)	State Agency Name : DEPARTMENT OF HEALTH										
	EXISTING CONTRACT INFORMATON										
3)	Service Caption : TOBACCO QUITLINE SERVICES										
4)	Contractor: CERIDIAN CORPORATION										
5)	Contract #	FA-06-16851-02									
6)	Contract Start Date :		June 30, 2006								
7)	Current Contract End Dat	e IF <u>all</u> Options to Extend the Contract are Exercised :	June 30, 2011								
8)	Current Total Maximum C	ost IF <u>all</u> Options to Extend the Contract are Exercised :	\$1,066,702								
		PROPOSED AMENDMENT INFORMATON									
9)	Proposed Amendment #		Three								
10)	Proposed Amendment Ef (attached explanation requ	fective Date : ired if date is < 60 days after F&A receipt)	June 30, 2007								
11)	Proposed Contract End D	Date IF <u>all</u> Options to Extend the Contract are Exercised :	June 30, 2011								
12)	Proposed Total Maximum	Cost IF all Options to Extend the Contract are Exercised :	\$1,066,702								
13)	Approval Criteria : (select one)	use of Non-Competitive Negotiation is in the best interest	of the state								
		only one uniquely qualified service provider able to provi	de the service								
14)	Description of the Propos	sed Amendment Effects & Any Additional Service :									
	s Amendment is requested in sfactory provision of service	n accordance with the State's option to amend to extend the conf.	tract based on the contractor's								

15) Explanation of Need for the Proposed Amendment :									
Amendment for contract extension shall provide for continuation and continuity of service for the citizens of Tennessee who commit to quit smoking by providing support and resources to support their efforts to stop use of tobacco products									
16) Name & Address of Contractor's Current Principal Owner(s) : (not required if proposed contractor is a state education institution)									
Zachary Meyer, Senior Vice President, 3311 East Old Shakopee Road, Minneapolis, MN 55425									
17) Documentation of Office for Information Resources Endorsement : (required only if the subject service involves information technology)									
select one: Documentation Not Applicable to this Request Documentation Attached to this Request									
18) Documentation of Department of Personnel Endorsement : (required only if the subject service involves training for state employees)									
select one: Documentation Not Applicable to this Request Documentation Attached to this Request									
Documentation of State Architect Endorsement : (required only if the subject service involves construction or real property related services)									
select one: Documentation Not Applicable to this Request Documentation Attached to this Request									
20) Description of Procuring Agency Efforts to Identify Reasonable, Competitive, Procurement Alternatives :									
RFP Award -Contract Amendment for extension of contract term									
21) Justification for the Proposed Non-Competitive Amendment :									
RFP Award -Contract Amendment for extension of contract term									
REQUESTING AGENCY HEAD SIGNATURE & DATE: (must be signed & dated by the ACTUAL procuring agency head as detailed on the Signature Certification on file with OCR— signature by an authorized signatory will be accepted only in documented exigent circumstances)									
SWAR COOPUL M8N, RN 5/29/07 Agency Head Signature Date									
Agency Head Signature / Date									



STATE OF TENNESSEE DEPARTMENT OF HEALTH

CORDELL HULL BUILDING 425 5TH AVENUE NORTH NASHVILLE, TENNESSEE 37247

MEMORANDUM

TO:

Ben Rilev

FROM:

Dean Daniel

DATE:

May 25, 2007

SUBJECT:

Contract Amendment # 3, Ceridian Corporation, Tennessee Tobacco

Quitline Services, RFS #343.52-677.06, June 30, 2006/June 29, 2008

The Department Of Health entered into a contract with the Ceridian Corporation to establish and maintain the Tennessee Tobacco Quitline with an effective date of June 30 2006. The Ceridian Corporation was selected to provide these services from vendors who applied to the state under Request for Proposal (RFP) guidelines. The Tennessee Tobacco Quitline is a statewide toll free dial-in telephone service to assist tobacco users to quit by providing intake and assessment, brief intervention, and proactive counseling in both English and Spanish. The quitline serves as the state's access line for cessation information, tobacco use counseling, and referral to local resources.

During state fiscal year 2006-2007 this contract was amended twice. The first amendment updated language in the scope of services, set forth dates for milestones and established reimbursement amounts for milestones reached. The second amendment changed the name of the original vendor from The Mulvihill Group d/b/a Leade Health, Incorporated to the Ceridian Corporation.

Amendment #3 is now being submitted. This amendment will add language in the scope of services relative to required reports and establishes dates for reporting requirements. This amendment also adds an additional \$303,087 state funding for the quitline and extends the date of the contract from June 30, 2006 to June 29, 2008.

This amendment is being submitted outside the 60 day timeframe as required by the Department of Finance and Administration. Program staff inadvertently overlooked the processing of this amendment and did not realize this contract had to be amended, at least on an annual basis, since the end date of the RFP is June 30, 2011. Program staff in the Community Medical Services Tobacco Program had not previously processed an

amendment to a contract written under a Request for Proposal when extending the date of the contract and adding additional funding as well. It took sometime for the program staff to pull together the information needed to process this type of amendment in accordance with established contract guidelines, Therefore, this contract amendment was not prepared and submitted within the 60 day requirement.

The contractor has not been authorized to commence work on the scope of services after June 29, 2007, and understands that an executed contract has to be in place before work can begin. No other reimbursement is due to this contractor other than that as authorized in the original contract, with amendments # 1 and 2.

The Tobacco Program staff and staff from the Bureau of Health Services have been in contact with the contractor and the Department's Office of Contract Review regarding the late submission of this contract and have urged the expediting and approval of this contract amendment so this vital service can continue to be provided to the citizens of Tennessee without interruption.

cc: Leslie Humphreys Alisa Malone Jessie Reid

TDOH CONTRACT PROCESSING WORKSHEET

Today's Date April 23, 2007/5-11-07/5-14-07

Program Submitting Contract: <u>Tobacco Program</u> Contract	Tracking#	2007-05-11-005
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Prior Contract #__FA-06-16851-02 Phone# 615-253-5800 Program Contact: Donna Henry

Prior RFS #343.52-677-06 formerly 2006-06-05-001 CONTRACT TERM: June 30, 2006 Through June 29, 2008

COMMISSION APPEAR	
Check One New	Contractor: CERIDIAN CORPORATION Fed ID# V41-1981625-00
Renewal	
	Authorized Signer's Name and Title: Zachary Meyer, Senior Vice President Phone# (952) 853-3301
	Fax# (952) 853-5270
Check One	Contractor Address: 3311 East Old Shakopee Road. E-Mail: Zachary.Meyer@ceridian.com
Amend # _3 X	
Revenue	City, State & Zip: Minneapolis, MN 55425-1640
DPA	The Committee Committee
DGA	Brief Description of Service: <u>Tennessee Tobacco Quitline Service</u>
NC	The state of the s
Other	Service Area County Code: Statewide Vendor Registered in SPRS: Yes: X No
	- Van Y No
Statewide X	Does State need Business Associate Agreement with Contractor? YesX_ No
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Procurement Method	: * Comp	etitive (attach o							
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BAS Contract Review:

BAS Assistant Commissioner:

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AMENDMENT THREE TO CONTRACT NUMBER FA-06-16581-00

This Contract, by and between the State of Tennessee, Department of Health, hereinafter referred to as the State and Ceridian Corporation, hereinafter referred to as the Contractor, is hereby amended as follows:

- Add the following as Section A.13., for the period June 30, 2007 through June 29, 2008, and renumber subsequent clauses as necessary:
 - A.13. Submit first progress activity report in a format approved by the State from June 30, 2007 through September 30, 2007, due no later than October 15, 2007, which at a minimum shall include the following information. (Submission of progress activity reports due by October 15, in a subsequent contract period or periods is contingent on contract extension referenced in section B.2. of this Contract.)
 - a. call volume (operations) and clients served, including self-referred callers (tobacco users, recent quitters, professionals, and proxies).
 - b. types and amounts of services provided (e.g., referral to local resources, amount type of material distributed).
 - c. caller demographics and other client characteristics information obtained at intake/ assessment.
 - d. client outcomes (quit attempts, consumption reduction).
 - e. operations, including call patterns by time of day, day of week and month; waiting time for callers.
 - f. volume of calls received during times when a live answer is not available, abandonment rates.
 - g. other data analysis as requested by the State.
- Add the following as Section A.14., for the period June 30, 2007 through June 29, 2008, and renumber subsequent clauses as necessary:
 - A.14. Submit second progress activity report from October 1, 2007 through December 31, 2007, due no later than January 15, 2008, which at a minimum shall include the following information. (Submission of progress activity reports due by January 15, in a subsequent contract period or periods is contingent on contract extension referenced in section B.2. of this Contract.)
 - call volume (operations) and clients served, including self-referred callers (tobacco users, recent quitters, professionals, and proxies).
 - b. types and amounts of services provided (e.g., referral to local resources, amount and type of material distributed).
 - c. caller demographics and other client characteristics information obtained at intake/assessment.



- d. client outcomes (quit attempts, consumption reduction, quit status at 3 months).
- e. operations, including call patterns by time of day, day of week and month; waiting time for callers.
- f. volume of calls received during times when a live answer is not available, abandonment rates.
- g. other data or reporting requests as needed to monitor call volume during media campaigns (e.g. weekly) or for other data analysis.
- 3. Add the following as Section A.15., for the period June 30, 2007 through June 29, 2008, and renumber subsequent clauses as necessary:
 - A.15. The Contractor shall submit semi-annual report from June 30, 2007 through December 31, 2007, due no later than January 31, 2008 on continuous quality improvement, including recommendations for changes or adjustments in Tennessee quitline protocols, processes, materials, operations or evaluation and identification of any obstacles to the effectiveness of the program; e.g. year to date comparison data, trends, breakdowns by counties, insurance status. (Submission of semi-annual reports due by January 15 in a subsequent contract period or periods is contingent on contract extension referenced in section B.2. of this Contract.)
- 4. Add the following as Section A.16., for the period June 30, 2007 through June 29, 2008, and renumber subsequent clauses as necessary:
 - A.16. Submit third progress activity report from January 1, 2008 through March 31, 2008, due no later than April 15, 2008, which at a minimum shall include the following information. (Submission of progress activity reports due by April 15, in a subsequent contract period or periods is contingent on contract extension referenced in section B.2. of this Contract.)
 - call volume (operations) and clients served including self-referred callers (tobacco users, recent quitters, professionals, and proxies).
 - b. types and amounts of services provided (e.g., referral to local resources, amount and type of material distributed).
 - c. caller demographics and other client characteristics information obtained at intake/ assessment.
 - d. client outcomes (quit attempts, consumption reduction, quit status at 6 months).
 - e. operations, including call patterns by time of day, day of week and month, and waiting time for callers.
 - f. volume of calls received during times when a live answer is not available, abandonment rates.
 - g. other data or reporting requests as needed to monitor call volume during media campaigns (e.g. weekly) or for other data analysis.
- 5. Add the following as Section A.17., for the period June 30, 2007 through June 29, 2008, and renumber subsequent clauses as necessary:

- A.17. Submit fourth progress activity report from April 1, 2008 through June 29, 2008, due no later than July 15, 2008, which at a minimum shall include the following information. (Submission of progress activity reports due by July 15, in a subsequent contract period or periods is contingent on contract extension referenced in section B.2. of this contract.)
 - a. call volume (operations) and clients served, including self-referred callers (tobacco users, recent quitters, professionals, and proxies).
 - b. types and amounts of services provided (e.g., referral to local resources, amount and type of material distributed).
 - c. caller demographics and other client characteristics information obtained at intake/ assessment.
 - d. client outcomes (quit attempts, consumption reduction, quit status at 9 months).
 - e. operations, including call patterns by time of day, day of week and month; waiting time for callers.
 - f. volume of calls received during times when a live answer is not available, abandonment rates.
 - g. other data or reporting requests as needed to monitor call volume during media campaigns (e.g. weekly) or for other data analysis.
- 6. Add the following as Section A.18., for the period June 30, 2007 through June 29, 2008, and renumber subsequent clauses as necessary:
 - A.18. Submit project Summary report for the period June 30, 2007 through June 29, 2008, due by August 1, 2008, which at a minimum shall include the following information. (Submission of summary reports due by August 1, in a subsequent contract period or periods is contingent on contract extension referenced in section B.2. of this Contract.
 - a. call volume (operations) and clients served, including self-referred callers (tobacco users, recent quitters, professionals, and proxies).
 - b. types and amounts of services provided (e.g., referral to local resources, amount and type of material distributed.
 - c. caller demographics and other client characteristics information obtained at intake/ assessment.
 - d. client outcomes (quit attempts, consumption reduction, quit status at 12 months).
 - e. operations, including call patterns by time of day, day of week and month, and waiting time for callers.
 - f. volume of calls received during times when a live answer is not available, abandonment rates.
 - g. other data or reporting requests as needed to monitor call volume during media campaigns (e.g. weekly) or for other data analysis.
 - h. annual process outcome and impact evaluation of the Tennessee Quitline including continuous quality improvement, recommendations for changes or adjustments in

Tennessee quitline protocols, processes, materials, operations and identification of any obstacles to the effectiveness of the program (e.g. year to date comparison data, trends, breakdowns by counties, insurance status).

- 7. Delete Section B.1., in its entirety and insert the following in its place:
 - B.1. <u>Contract Term.</u> This Contract shall be effective for the period commencing on June 30, 2006 and ending on June 29, 2008. The State shall have no obligation for services rendered by the Contractor, which are not performed within the specified period.
- 8. Delete Section C.1., in its entirety and insert the following in its place:
 - C.1. Maximum Liability. In no event shall the maximum liability of the State under this Contract exceed Seven Hundred Thirty Seven Thousand Eight Hundred Twenty One Dollars (\$737,821.00). The Service Rates in Section C.3. shall constitute the entire compensation due the Contractor for the Service and all of the Contractor's obligations hereunder regardless of the difficulty, materials or equipment required. The Service Rates include, but are not limited to, all applicable taxes, fees, overheads, and all other direct and indirect costs incurred or to be incurred by the Contractor.
- 9. Add the following as the Fifteenth Service Unit/Milestone in Section C.3.A., Services Unit/Milestone for the period June 30, 2007 through June 29, 2008.

A. SERVICE UNIT/MILESTONE

<u>AMOUNT</u>

Submission of first progress activity report – Submitted by October 15, 2007 (see scope A.13.) (Amount to be paid upon completion of the milestone - Less 10% retention, per C.9.) Submission of progress activity reports due by October 15, in a subsequent contract period or periods is contingent on contract extension referenced in Section B.2. of this Contract.

\$3,780

 Add the following as the Sixteenth Service Unit/Milestone in Section C.3.A., Services Unit/ Milestone for the period June 30, 2007 through June 29, 2008.

A. SERVICE UNIT/MILESTONE

AMOUNT

Submission of second progress activity report – Submitted by December 15, 2007 (see scope A.14.) (Amount to be paid upon completion of the milestone - Less 10% retention, per C.9.) Submission of progress activity reports due by December 15 in a subsequent contract period or periods is contingent on contract extension referenced in Section B.2. of this Contract.

\$2,700

11. Add the following as the Seventeenth Service Unit/Milestone in Section C.3.A., Services Unit/Milestone for the period June 30, 2007 through June 29, 2008.

A. SERVICE UNIT/MILESTONE

<u>AMOUNT</u>

\$3.051

Submission of Semi-Annual report – Submitted by January 15, 2008 (see scope A.15.) (Amount to be paid upon completion of the milestone-Less 10% retention, per C.9.) Submission of a semi-annual reports due by January 15 in a subsequent contract period or periods is contingent on contract extension referenced in Section B.2. of this Contract.

12. Add the following as the Eighteenth Service Unit/Milestone in Section C.3.A., Services Unit/Milestone for the period June 30, 2007 through June 29, 2008:

A. SERVICE UNIT/MILESTONE

AMOUNT

\$2,700

Submission of third progress activity report – Submitted by April 15, 2008 (see scope A.16.) (Amount to be paid upon completion of the milestone - Less 10% retention, per C.9.) Submission of progress activity reports due by April 15 in a subsequent contract period or periods is contingent on contract extension referenced in Section B.2. of this Contract.

13. Add the following as the Twentieth Service Unit/Milestone in Section C.3.A., Service Unit/ Milestone for the period June 30, 2007 through June 29, 2008:

A. SERVICE UNIT/MILESTONE

AMOUNT

Submission of fourth progress activity report – Submitted by July 15, 2008 (see scope A.17.) (Amount to be paid upon completion of the milestone - Less 10% retention, per C.9.) Submission of progress activity reports due by July 15 in a subsequent contract period or periods is contingent on contract extension referenced in Section B.2. of this Contract.

\$2,700

14. Add the following as the Twenty-First Service Unit/Milestone in Section C.3.A., Service Unit/ Milestone for the period June 30, 2007 through June 29, 2008:

A. SERVICE UNIT/MILESTONE

AMOUNT

\$3.780

Submission of project summary report – Submitted by August 1, 2008 (see scope A.18.) (Amount to be paid upon completion of the milestone – Less 10% retention, per C.9.) Submission of project summary reports due by August 1 in a subsequent contract period or periods is contingent on contract extension referenced in Section B.2. of this Contract.

Add the following as the Twenty-Second Service Unit/Milestone, in Section C.3.B., Services Unit/ Milestone, for the period June 30, 2007, through June 29, 2008:

B. SERVICE UNIT/MILESTONE

AMOUNT

B. SERVICE

\$18,298 per month

Monthly operational cost of tobacco quittine June 30, 2007 – June 29, 2008 (Less 10% retention, per C.9.) Monthly payments after June 30, 2007 are contingent on contract extension referenced in Section B.2. of this contract.

Add the following as the Twenty-Third Service Unit/Milestone, in Section C.3.B., Services Unit/ Milestone for the period June 30, 2007 through June 29, 2008:

B. SERVICE UNIT/MILESTONE

AMOUNT

B. SERVICE

\$5,400 per month

Monthly cost of Media Campaign June 30, 2007 - June 29, 2008 (Less 10% retention, per C.9.) Monthly payments after June 30, 2008 are contingent on contract extension referenced in Section B.2. of this contract.

The other terms and conditions of this Contract not amended hereby shall remain in full force and effect.

IN WITNESS WHEREOF:	
CERIDIAN CORPORATION:	
GRANTEE SIGNATURE	DATE
	•
Zachery Meyer, President	
PRINTED NAME AND TITLE OF AUTHORIZED GRANT	EE SIGNATORY (above)
DEPARTMENT OF HEALTH:	
SUSAN R. COOPER, MSN, RN, COMMISSIONER	DATE
APPROVED:	
DEPARTMENT OF FINANCE AND ADMINISTRATION:	
M. D. GOETZ, JR., COMMISSIONER	DATE

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The Grantee has been selected based upon its' response to a Request for Proposal (RFP) issued by the Department of Health for Tobacco Quittine Services.													
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GENERAL ASSEMBLY OF THE STATE OF TENNESSEE FISCAL REVIEW COMMITTEE

320 Sixth Avenue, North - 8th Floor NASHVILLE, TENNESSEE 37243-0057 615-741-2564

Rep. Charles Curtiss, Chairman

Representatives

Harry Brooks

Mary Pruitt Donna Rowland

Curt Cobb Dennis Ferguson

David Shepard

Frank Nicelev

Curry Todd

Craig Fitzhugh, ex officio

Speaker Jimmy Naifeh, ex officio

Sen. Don McLeary, Vice-Chairman

Senators

Mae Beavers

David Fowler Steve Southerland

Jim Bryson Steve Cohen

Douglas Henry, ex officio

Lt. Governor John S. Wilder, ex officio

MEMORANDUM

TO:

The Honorable Dave Goetz, Commissioner

Department of Finance and Administration

FROM:

Charles Curtiss, Chairman

Don McLeary, Vice-Chairman

DATE:

September 14, 2006

SUBJECT:

Contract Comments

(Contract Services Subcommittee Meeting 9/12/06)

RFS# 343.52-677

Department: Health

Division: Health Services Administration

Contractor: The Mulvihill Group, Inc. DBA Leade Health, Inc.

Summary: The vendor is currently responsible for the establishing and operating a statewide toll free telephone based system to assist tobacco users to quit. This is a one-year contract with a term beginning June 30, 2006, and ending June 30, 2007, with the option to extend the contract in one-year increments for a total of five years. This amendment revises the service unit/milestone rates and advances the date of the first benchmark from July 14, 2006, to August 4, 2006.

Maximum liability for original one-year term: \$456,219

Maximum liability with amendment: \$456,219

Maximum liability if extended for five years: \$1,071,094

After review, the Fiscal Review Committee voted to recommend approval of the contract amendment.

cc:

The Honorable Kenneth Robinson, M.D., Commissioner

Mr. Robert Barlow, Director, Office of Contracts Review